



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

HUMAN SERVICES CONTROL SPECIALIST

Class No. 005225

■ CLASSIFICATION PURPOSE

Under general supervision, performs technical work in conducting quality control and validating the accuracy and completeness of eligibility determinations for public assistance; and performs related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Human Services Control Specialist series. This class differs from Human Services Specialists in that Human Services Control Specialists conduct desk and field audits when engaging in quality control and validation activities pertaining to eligibility determinations. This class differs from the next higher level, Supervising Human Services Control Specialist, in that the latter is responsible for supervising a unit of Human Services Control Specialists.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Conducts quality control checks and audits by reviewing cases to determine if all information, documentation, and original actions taken are accurate, complete, appropriate, and in compliance with rules, regulations, policies, and procedures.
2. Obtains, reviews, and verifies factual statements and any supporting data and information provided by applicants.
3. Contacts and interviews applicants, recipients, and other persons to thoroughly obtain and verify all relevant facts and information.
4. Identifies, corrects, and reconciles errors, inconsistencies, and discrepancies found in case records and documentation.
5. Makes recommendations to adjust amounts of aid, to restore aid to, or to remove aid from eligibility programs such as CalWORKS, Medi-Cal, Food Stamps, or General Relief.
6. Prepares and submits standardized reports to the appropriate department within the State of California.
7. Creates and maintains automated and manual files and records; updates records in accordance with specific timelines established by the State of California.
8. Maintains the security of files, records, and documents and ensures that information contained in such files and records are kept confidential.
9. Prepares reports and correspondence.
10. Reads, interprets, and explains, regulations, rules, policies, and procedures to HHSA employees, representatives of outside agencies, clients, and applicants.
11. Stays current on new and revised federal, state, and county legislation, laws, rules, regulations, policies, and procedures pertaining to assistance programs available from governmental and community service agencies.
12. Stays current on provisions, laws, regulations, policies, and procedures pertaining to health care delivery and coverage.
13. Participates in conferences, seminars, and formal training sessions on topics such as public assistance programs, patient assistance and service programs, and health care financing.

14. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
15. May assist other employees by providing training, support, and mentoring.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Rules and regulations governing eligibility and grants for governmental assistance programs such as CalWORKS, Food Stamps, Medi-Cal, and/or General Relief.
- Principal sources of information necessary to establish eligibility for governmental assistance programs such as CalWORKS, Food Stamps, Medi-Cal, and General Relief.
- General service functions of public welfare agencies.
- Public welfare agency and community resources available to applicants and recipients.
- Principal sources of information necessary to establish eligibility for several types of aid programs.
- Eligibility requirements for a variety of programs that provide financial coverage to patients for health care.
- Concepts pertaining to patient and client advocacy.
- Community resources available to meet the needs of clients with financial and medical needs.
- Procedures used to validate the determination process and verify the accuracy and completeness of granting, denying, continuing or discontinuing assistance to applicants.
- Methods and techniques used to conduct effective and in-depth personal interviews with clients, patients, and members of the public.
- Methods and techniques used to collect, compile, and organize information and data.
- Concepts pertaining to effective customer service when interacting with clients, patients, representatives of outside agencies, and members of the public.
- Special needs of clients and patients who are applying for financial and medical assistance.
- Confidentiality and privacy laws, rules, regulations, and procedures pertaining to record keeping and disclosure activities.
- Fundamental aspects of diversity and human behavior including persons of varying backgrounds, ethnicities, and socio-economic backgrounds.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.
- Basic operation and use of computers and software programs such as databases, word processing, spreadsheets, and electronic communications.

Skills and Abilities to:

- Accurately review case files to determine if eligibility determinations and levels of benefits are correct and appropriate and be accountable for calculations and decisions.
- Maintain accountability and responsibility when conducting quality control and validating the accuracy and completeness of eligibility determinations for public assistance.
- Attend to detail when updating and maintaining records and documents, reviewing and verifying information, and identifying and resolving errors and discrepancies discovered in the course of work.
- Effectively interview and gain the cooperation of clients and patients in a variety of settings in order to obtain complete and accurate information.
- Collect, compile, review, and organize information in a logical fashion.
- Read, understand, and interpret information found in medical records and other technical documents.
- Organize, prioritize, and complete a large volume of work within strict time deadlines.
- Perform basic mathematical calculations accurately and correctly when validating previously processed cases.
- Communicate effectively in written form in order to complete forms and notices and to prepare reports, correspondence, and written summaries.
- Communicate effectively verbally in a clear, concise, and understandable manner in order to provide, interpret, and explain rules, regulations, and technical information concerning financial assistance, benefits, and health care programs to those contacted in the course of work.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Maintain confidentiality of files and records that are considered personal and sensitive in nature.
- Accurately maintain and update automated and manual files, records, and documents.
- Use modern office equipment, such as personal computers, calculators, copy machines, facsimiles, and telephones in a safe and efficient manner.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is one (1) year of full time experience as a Human Services Specialist for the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

- Continuous upward and downward flexion of the neck and twisting and bending of the waist.
- Frequent: sitting, simple grasping, and repetitive use of the hands to operate computers and use writing tools.
- Occasional: standing, walking, kneeling, squatting, reaching above the shoulders, pushing and pulling hand carts; and lifting, carrying, loading, and unloading boxes of case files and office items weighing up to 30 – 35 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment or the ability to arrange necessary, timely transportation for field travel. Employees in this class may be required to use their personal vehicle.

Certification/Registration

None required.

Working Conditions

Work primarily takes place in an office environment, although some positions are assigned to travel to locations within the county such as outside agencies, health care or medical clinics, and the homes of clients and patients. Incumbents may occasionally work under uncertain, unpredictable, and emotionally charged conditions when interacting with persons who are irrational, unreasonable, erratic, upset, hostile, and violent.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

Retitled: May 21, 2003

Revised: June 15 2004

Revised: January 2006 - VEC